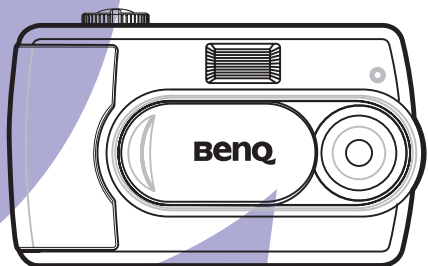


# DC3400

## User's Manual



**BenQ**

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## Taking care of your camera

- Do not use your camera outside of the following environmental ranges:
  - temperature: 0°C to 40°C; relative humidity: 45% ~ 85%
- Do not use or store your camera in the environments listed below:
  - Direct sunlight
  - High humidity and dusty locations
  - Next to an air conditioner, electric heater or other heat source
  - In a closed car that is directly under the sun
  - Avoid vibration
- If your camera gets wet, wipe it with a dry cloth as soon as possible.
- Seawater may cause severe damage.
- Do not use organic solvents such as alcohol to clean your camera.
- Use a lens brush or soft cloth to clean the lens.
- Do not touch the lens with your fingers.
- To prevent electrical shock, do not attempt to disassemble or repair your camera by yourself.
- Water may cause a fire or electric shock. Store your camera in a dry place.
- Do not use your camera outdoors when it is raining or snowing.
- Do not use your camera in water.
- If any foreign substance or water gets in the camera, turn the power off immediately and disconnect the transformer. Send the camera to a maintenance center for repairs.
- Transfer data to a computer as soon as possible to avoid losing data.

## TABLE OF CONTENTS

### Introduction

Features .....	2
Unpacking .....	2
Components .....	3

### Getting Started

Attaching the Hand Strap .....	4
Turning the Camera Off and On .....	4
Recharging the Battery .....	4
Using an SD Flash Memory Card .....	4

### Using the DC 3400

Understanding the LCD Display Icons .....	5
Taking Photos .....	7
Recording Movie Clips .....	12
Playback Mode .....	13
Setup Mode .....	16

### Making Connections

Installing the Driver (Windows 98SE) .....	19
Installing Software .....	19
Downloading Files to a Computer .....	20
Viewing Photos and Movie Clips on a Television .....	20
Using the DC 3400 as a PC/Web Cam .....	21
Using QLink .....	21
Disconnecting the Camera .....	22

### Appendix

Warning/Error Messages and Codes .....	23
System Requirements .....	24
Service Information & Technical Support .....	24

### Features

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The BenQ DC 3400 Digital Camera is a powerful but easy to use digital still image, video recorder that links seamlessly with your computer. Major features include:

- Long-lasting built-in lithium-ion rechargeable battery
- USB or power adapter charge the camera directly
- Unlimited movie recording (duration depends on memory)
- Up to 3 mega pixels resolution with 4x digital zoom
- Q-link software simplifies downloading and managing files
- Three games for great fun anywhere, anytime

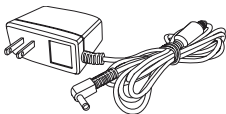
### Unpacking

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Contact your dealer immediately if any of the items below are damaged or missing:



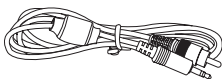
DC 3400 Digital Camera



AC power adapter



USB cable



Video cable



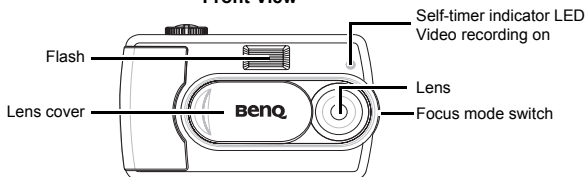
Hand strap



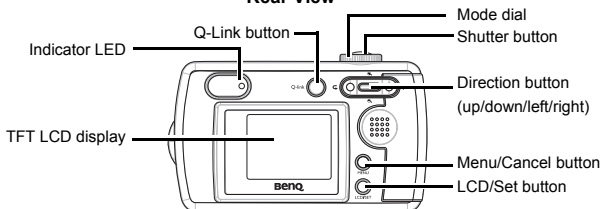
DC 3400 Software CD-ROM

## Components

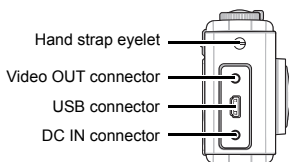
### Front View



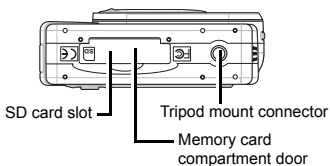
### Rear View



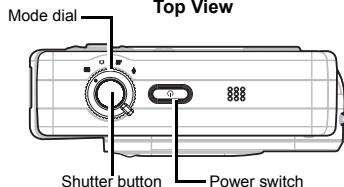
### Side View



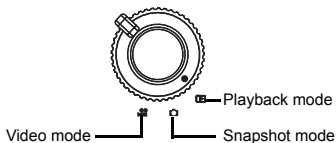
### Bottom View



### Top View



### Mode Dial



## GETTING STARTED

### Attaching the Hand Strap

1. Run the small looped end of the hand strap through the hand strap eyelet.
2. Bring the other end of the strap through the loop and pull.



### Turning the Camera Off and On

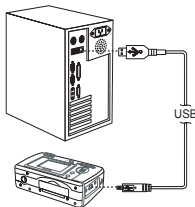
You can turn the camera off and on in two ways:

- Open and close the lens cover to turn the power on and off (snapshot and movie mode only)
- Press and hold the power switch to turn the power on and off

### Recharging the Battery

The DC 3400 is equipped with a built-in rechargeable battery that can be recharged by connecting the included AC power adapter or by connecting the camera to a computer with the included USB cable. Recharging takes about two hours.

The indicator LED glows orange when the battery is charging. When the battery is charged, the indicator LED turns off.



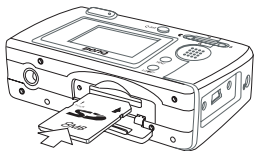
**Warning:** Use the adapter that came with your DC 3400. Do not use other adapters.

**Note:** A minimum of 5 minutes charging time is required to regain minimal power of the digital camera.

### Using an SD Flash Memory Card

#### Inserting an SD Card

1. Turn the camera off.
2. Open the memory card compartment cover.
3. Insert the SD card into the slot until you hear a click.
4. Close the compartment cover.



#### Removing an SD Card

1. Turn the camera off.
2. Open the memory card compartment cover.
3. Press down on the edge of the SD card. The card will spring up.
4. Gently grasp the card and pull it out. Close the compartment cover.

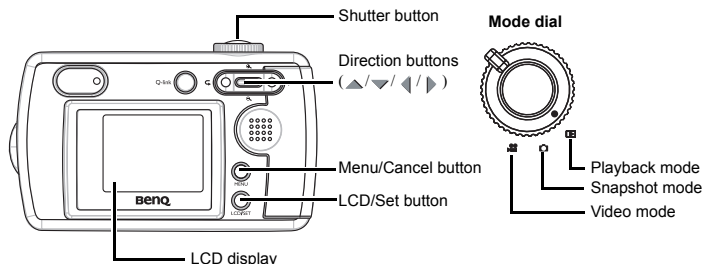
**Note:** If you are using an SD card in the DC 3400 for the first time, you must format it. See page 17 to learn how to format the card.

## USING THE DC 3400

The DC 3400 digital camera has four basic operating modes: Snapshot mode, Video mode, Playback mode and Setup mode. All of the camera's functions can be accessed through these modes.

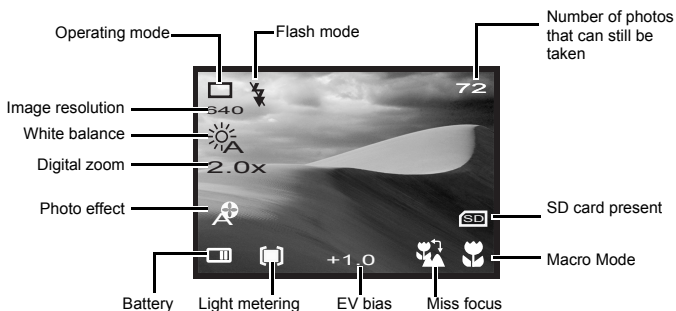
The DC 3400 is designed to be fast and easy to use while at the same time giving you full access to a wide range of settings. This chapter shows you how to use and adjust these settings.

Before proceeding, familiarize yourself with the buttons below. You will use these extensively in the following sections of the manual.



































## Understanding the LCD Display Icons

When the camera is in Snapshot mode, icons appear on the LCD display to indicate camera settings. Depending on your camera's settings, the illustration below may be different from your own camera.







## LCD Display Icon Index

First Level	Second Level
 Record mode	 Single shot mode
	 Self-timer mode
	 Burst mode
 Image resolution	 2048x1536
	 1600x1200
	 1280x960
	 640x480
 Image quality	 Fine
	 Normal
 Photo effect	 Auto
	 Portrait
	 Scene
	 Black and white
 White Balance	 Auto
	 Daylight
	 Cloudy
	 Tungsten light
	 Fluorescent light
 EV bias	 -2.0 to +2.0
 Light metering	 Center average
	 Point
	 Frame average
 Date imprint	 On
	 Off



## Taking Photos

1. Open the lens cover. The power turns on automatically.
2. Set the Mode dial to Snapshot  mode to take still images, Video  mode to shoot video.
3. Switch the Focus Range switch to either Macro  (for subjects between 0.3m to 0.4m from the lens) or Normal  (for subjects beyond 1.0m).
4. Frame the shot in the LCD, hold the camera still, and press the Shutter button.
5. The Indicator LED starts blinking immediately after the Shutter button is pressed.
6. When the Indicator LED stops blinking you can take another shot or recording.









**Note:** If you forget to open the lens cover, a "Lens Cover Closed" icon appears on the LCD display. Open the cover to proceed.

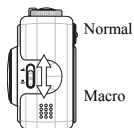



## Setting the Snapshot Mode

The DC 3400 supports three different snapshot modes.

-  **Single Shot mode:** records a single still image when the shutter button is pressed.
-  **Self-Timer mode:** records a single still image ten seconds after the shutter button is pressed.
-  **Burst mode:** records three still images in quick succession (approx. one photo every 0.1 seconds at 1600x1200) immediately after the shutter button is pressed.

1. Set the Mode dial to Snapshot  mode.
2. Set the Focus Range switch to either Macro  or Normal  mode. Use Macro mode if the subject is between 0.3m and 0.4m from the camera lens. Use Normal mode if the subject is more than 1.0m from the lens.



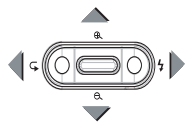
**Note:** If macro is on, the macro  icon appears on the bottom right corner of the LCD display.

3. The LCD Display button has three functions: to turn the display on with all icons visible, to turn the display on with only the function mode icon visible, and to turn the display off. Press the button until all icons appear on the display.

4. Press the Menu **MENU** button. The Snapshot setup menu appears on the display.



Snapshot menu screen








Arrow buttons

5. Select the Single Shot, Self-Timer or Burst mode by pressing the left ◀ and right ▶ arrow buttons.
6. Press the Menu **MENU** button to exit the menu or press the down ▼ arrow button to move on to the next setting.




## Setting the Image Resolution

The DC 3400 supports four different image resolutions that can be selected from the Snapshot setup menu show below.

- |   |             |  |
|---|-------------|--|
|  | 2048 x 1536 | 1. Set the Mode dial to  and press the Menu <b>MENU</b> button. |
|  | 1600 x 1200 | 2. Press ▲ and ▼ to select the image resolution menu.  |
|  | 1280 x 960  | 3. Press ◀ and ▶ to select the resolution setting.   |
|  | 640 x 480   | 4. Press the Menu <b>MENU</b> button to exit the menu or use ▲ and ▼ to move on to the next setting.   |

## Setting the Image Quality

You can choose between Fine and Normal image quality settings. Note that fewer photos are stored in memory if you use the Fine setting.

- |   |        |  |
|---|--------|--|
|  | Fine   | 1. Set the Mode dial to  and press the Menu <b>MENU</b> button. |
|  | Normal | 2. Press ▲ and ▼ to select the image quality menu.   |
|   |        | 3. Press ◀ and ▶ to select the quality setting.  |
|   |        | 4. Press the Menu <b>MENU</b> button to exit the menu or use ▲ and ▼ to move on to the next setting.   |



## Setting the Photo Effect

The DC 3400 has four built-in photo effect modes.



**Auto:** When in automatic mode, the camera will adjust itself automatically to take the best possible picture under the given conditions.



**Portrait:** This preset is optimized for taking "head shots" of people. The lens focuses more on the center of the frame than on the peripheral areas.



**Scene:** This preset is optimized for taking landscape pictures. The lens focus is evenly distributed over the area in the frame.



**Black and White:** Use this photo effect if you want to take black and white (gray scale) pictures

1. Press and to select the image quality menu.
2. Press and to select the resolution setting.
3. Press the Menu button to exit the menu or use and to move on to the next setting.



## Adjusting the White Balance

There are five white balance settings to choose from:



**Auto:** The camera adjusts itself automatically. It is recommended that you use this setting except under unusual lighting conditions.



**Daylight:** Use this setting in bright outdoor settings or under strong lighting.



**Cloudy:** Use this setting when taking photos in overcast conditions.



**Tungsten:** This setting should be used in a tungsten light environment.












**Fluorescent:** This setting should be used in a fluorescent light environment.

1. Press and to select the image quality menu.
2. Press and to select the resolution setting.
3. Press the Menu button to exit the menu or use and to move on to the next setting.


## Setting the EV Bias (Exposure)


Set the EV bias to increase or decrease the camera lens' exposure value. This allows more or less light to pass through the lens. Adjusting this setting in particularly bright or dark environments can improve the quality of the photograph. A higher EV bias value results in a brighter photograph.


1. Press  and  to select the EV Bias  menu.
2. Press  or the  Set button.
3. Press  and  to change the EV bias value (from -2.0 to +2.0).
4. Press the Menu  or Set  button to confirm your selection








## Setting Light Metering

The DC 3400 has three built-in light meter presets that you can use to optimize photo results in various lighting conditions.

 **Center Average:** The camera adjusts itself based on the average light measurement over the center region of the LCD.

 **Point:** The camera adjusts itself based on a point light measurement at the center of the LCD.

 **Average:** The camera adjusts itself based on the average light measurement over the entire region of the LCD.

1. Press  and  to select the light metering menu.
2. Press  and  to select the meter setting.
3. Press the Menu  button to exit the menu or use  and  to move on to the next setting.

## Setting the Date Imprint








You can choose to have the current date imprinted over your photos. This function can be turned off.



Date Imprint ON





Date Imprint OFF

1. Press  and  to select the date imprint menu.
2. Press  and  to select the date imprint setting.
3. Press the Menu  button to exit the menu or use  and  to confirm move on to the next setting.

See page 17 for information on setting the camera's date.

## Setting the Flash Mode

When the DC 3400 is in Auto mode (see page 9), you can change the flash setting when setting up the shot in the LCD by pressing  / . There are four flash settings:



**Auto:** The camera automatically fires the flash if necessary.



**Red Eye:** This setting is used to reduce the “red-eye” effect that occurs when light is reflected off of the eyes of people and animals.





**On:** The flash fires regardless of lighting conditions.

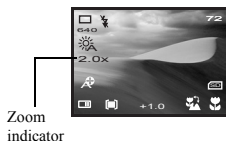


**Off:** The flash does not fire.

## Zooming In and Out






The DC 3400 is equipped with a digital zoom feature that you can use to take close-up shots of up to x4.0.

1. Frame the shot in the LCD display.
2. Press  to zoom closer in steps of x0.2 from x1.0 to x4.0.
3. Press  to zoom out in steps of x0.2.
4. Press the Shutter button to take the shot.



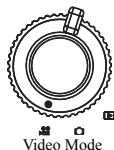
## Reviewing and Deleting a Photo





After you take a photo you can view it in the LCD display and choose to delete it.

1. Press . The image appears in the LCD display.
2. Press the Menu  button.
3. Press  and  to select “Yes” or “No”.
4. Press the Set  button to confirm your selection and return to the previous mode.

## Recording Movie Clips

You can use the DC 3400 to record movie clips in AVI file format. Video duration is limited only by the amount of free memory remaining on the SD card. The remaining recording time appears on the LCD display in HH:MM:SS format.



















1. Turn the Mode dial to Video  mode.
2. Press the Shutter button once to begin recording. An on screen timer displays the elapsed time.
3. Set the Focus Range switch to either Macro  or Normal  mode. Use Macro mode if the subject is between 0.3m and 0.4m from the camera lens. Use Normal mode if the subject is more than 1.0m from the lens. If Macro is turned on, the  icon appears.
4. Press the Shutter button again to stop recording. Recording will stop automatically when the camera's memory capacity has been reached.



Remaining video recording time shown in minutes and seconds.


See page 14 for information on playing back movie clips. See page 20 to learn how to download video files to your computer.

## LCD Display Icon Index

First Level	Second Level
 Deleting Files	 Delete Current File
	 Delete All Files
 Thumbnail Mode	 Enter and Exit Thumbnail Mode
 Locking Files	 Lock Current File
	 Unlock Current File
	 Lock All Files
	 Unlock All Files
 Slide Show Mode	 Begin Slide Show
 DPOF	 Enter DPOF Mode
 Game Mode	 Enter Game Mode

## Playback Mode

You can view photographs and videos on the DC 3400 at any time using the built-in LCD display.

1. Turn the Mode dial to Playback  mode.
2. Turn the camera power on.
3. The latest file stored in memory appears on the LCD display. Depending on the type of file, the screen will be similar to one of the following illustrations.

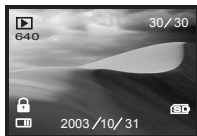
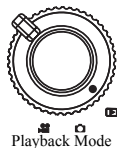
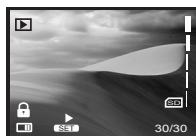




Image Playback Screen



Video Playback Screen

4. Press  and  to scroll through the files.



## Playing Back Movie Clips

1. Press the Set (SET) button to begin playing the video file.
2. Press ▲ and ▼ to adjust the volume.
3. Press the Menu (MENU) button at any time to stop playback.



## Deleting Files

When in Playback mode you can delete individual images, movie clips. You can also delete all of the files in memory.

1. Turn the Mode dial to Playback (▶) mode, turn the camera power on and press the Menu (MENU) button.
2. The Delete (🗑️) icon is selected.
3. Use ◀ and ▶ to select Delete Current (🗑️) or Delete All (🗑️).
4. Press the Set (SET) button.
5. Use ◀ and ▶ to select "Yes" or "No" and press the Set (SET) button to confirm your selection. Press the Menu (MENU) button to cancel the selection and return to the Playback menu.



## Thumbnail Mode

Thumbnail mode allows you to view up to nine small images simultaneously on the LCD display.

1. Turn the Mode dial to Playback (▶) mode, turn the camera power on and press the Menu (MENU) button.
2. Press ▼ to select the Thumbnail (🖼️) icon.
3. Press the Set (SET) button to enter thumbnail view.
4. Use ◀, ▶, ▲ and ▼ to scroll through the thumbnails.
5. Press the Set (SET) button again to return to the playback menu.



## Locking Files

There may be times when you want to make sure that certain photos, movie clips are not accidentally deleted. To prevent files from being deleted from memory, use the lock function.

1. Turn the Mode dial to Playback (▶) Mode, turn the camera power on and press the Menu (MENU) button.
2. Press ▼ to select the Lock (🔒) icon.



- Use ◀ and ▶ to select one of the following:



Lock Current File



Unlock Current File



Lock All Files



Unlock All Files

- Press the Set (SET) button to make your selection.
- Use ◀ and ▶ to select "Yes" or "No".
- Press the Set (SET) button to confirm your choice or press the Menu (MENU) button to cancel and return to the Playback menu.

## Slide Show Mode

Slide show mode displays each photo in memory on the LCD display for about two seconds. Movie clips are not played in slide show mode.

- Turn the Mode dial to Playback (▶) Mode, turn the camera power on and press the Menu (MENU) button.
- Press ▼ to select the Slide Show (🖼️) icon.
- Press the Set (SET) button once to begin the slide show. Press the Menu (MENU) button to end the slide show.

## Printing Photos Directly from the Camera (DPOF)

The DC 3400's Digital Printer Order Format (DPOF) function lets you print photos directly to any printer that supports this protocol. Refer to your printer's manual for information.

- Turn the Mode dial to Playback (▶) Mode, turn the camera power on and press the Menu (MENU) button.
- Press ▼ to select the DPOF (🖨️) icon.
- Press the Set (SET) button once to enter the DPOF menu.
- Use ▲ and ▼ to select one of the following:



**Copies:** Use ◀ and ▶ to select the number of copies you want to print.



**Date Imprint:** Use ◀ and ▶ to toggle between "On" and "Off".




**Reset Current:** Press the Set (SET) button to cancel the settings you made for the last photo you selected.




**Reset All:** Press the Set (SET) button to cancel the settings you made for all the photos you selected.

**Note:** To use DPOF, images must be stored on an SD card.

## Game Mode









The DC 3400 includes three puzzle games that incorporate pictures that are stored in the camera's memory. You can access the games from the Playback  menu. Each game has four difficulty levels.



















## Setup Mode

Setup mode allows you make adjustments to several of the camera's basic settings. The setup menu is indicated by the Setup  icon and can be accessed in any of the camera modes.











Access the Setup menu in any mode

1. Turn the Mode dial to Playback  or Snapshot  mode, turn the camera power on and press the Menu  button.
2. Press  once, followed by . The Setup  menu icon is highlighted in green.
3. Press  and  to scroll through the Setup menu.

First Level	Second Level	First Level	Second Level
 Format Memory	 Format Memory	 Video Format	 NTSC
 Reset File Name	 Yes or No		 PAL
 Set Date and time	 Set values	 Power-saving Mode	 On
 LCD Display Brightness	 Bright		 Off
	 Normal	 Restore Default Settings	 Yes or No
		 Software Version	Display version number








## Formatting Memory

Formatting an inserted SD card completely erases the memory's contents and prepares it for use. You must format an SD card if you are using it with the DC 3400 for the first time.

1. Enter the setup menu and press  to select the Copy/Format  menu icon.
2. To format the contents of memory, select the "Format Memory"  icon and press the Set  button.
3. Use  and  to select "Yes" or "No" and press the Set  button to confirm your selection. Press the Menu  button to cancel and return to the Setup menu










## Resetting File Names

All still images movie clips are given file names that follow the format "IMG\_xxxx.yyy" where "xxxx" is a number from 0001 to 9999 and "yyy" is the file format (JPG, WAV or AVI). The file number is incremented automatically by the camera. Reset this number to "0001" (or the next available number) as follows

1. Enter the setup menu and press  to select the Reset Filename  menu icon.
2. Press the Set  button and use  and  to select "Yes" or "No". Press the Set  button to confirm your selection or press the Menu  button to cancel and return to the Setup menu.








## Setting the Date and Time

Because date and time are stored as metadata with each file recorded by the DC 3400, it is important to set this properly.

1. Enter the setup menu and press  to select the Set Date and Time  menu icon.
2. Press the Set  button.
3. Use  and  to navigate between year, month, date, hour and minute setting. Press  and  to adjust the values for each.
4. Press the Set  button or the Menu  button to confirm your changes and return to the Setup menu.

## Adjusting LCD Display Brightness

By default, the DC 3400 LCD display brightness is set to "Bright". This setting is useful when using the camera outdoors or under bright lights. To maximize battery use, however, you can set the LCD display brightness to "Normal".

1. Enter the setup menu as described above and press  to select the LCD Brightness  menu icon.
2. Use  and  to choose between Bright  and Normal .
3. Press the Menu  button to confirm your selection.

## Setting the Video Format








Although the DC 3400's video format is preset at the factory to suit the region of purchase, you can change the DC 3400's video format if necessary.

This setting is important when you connect the DC 3400 to a monitor or television.

### Regional Video Formats:








NTSC: USA, Japan, Canada, Taiwan

PAL: Europe, Australia, Asia (excl. Taiwan)

1. Enter the setup menu as described above and press  to select the Video Format  menu icon.
2. Use  and  to choose between NTSC  and PAL .
3. Press the Menu  button to confirm your selection.





## Turning Power Saving Mode On or Off

Power saving mode conserves battery life by turning the LCD display off after three minutes of inactivity and turning the camera power off after five minutes.

1. Enter the setup menu as described above and press  to select the Power Saving  menu icon.
2. Use  and  to choose between On  and Off .
3. Press the Menu  button to confirm your selection.

## Restoring Default Settings

You can restore the DC 3400's default factory settings at any time. Restoring default settings overrides any settings you have made in the past.

1. Enter the setup menu and press  to select the Reset Default  menu icon.
2. Press the Set  to enter the confirmation menu. Select Yes or No and press the Menu  button to confirm your selection.

## MAKING CONNECTIONS

The DC 3400 makes it quick and easy to download photos and video clips to your computer for storage, editing and sharing with friends and family. You can also use the DC 3400 as a mass storage device to store and transfer files of any type between computers or as a PC/Web camera for videoconferencing and recording video directly to your computer's hard drive.

### Installing the Driver (Windows 98SE)

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If your computer's operating system is Windows 98SE you must install the driver software that is included on the DC 3400 software installation CD-ROM *before* connecting the DC 3400 to your computer for the first time.

To install the driver, insert the CD-ROM into your computer's CD-ROM drive and wait for the software installation screen to appear. If this screen does not appear automatically, double click on the file named "setup.exe" that is located on the CD-ROM.

Follow the on-screen instructions to install the driver software.



### Installing Software

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The DC 3400 software installation CD-ROM includes several useful commercial software applications (Windows only) that you can use to edit and manage the multimedia files you create.

- Q-Link
- Microsoft NetMeeting
- ArcSoft Photobase - multimedia organizer
- ArcSoft PhotoImpression - photo editing and design
- Microsoft DirectX - cross-platform media tool
- Adobe Acrobat Reader - PDF file viewer

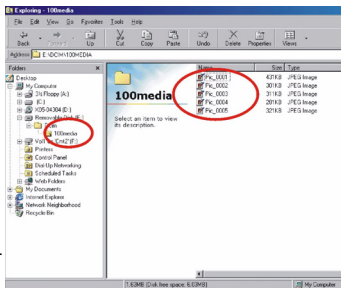
To install the software, insert the CD-ROM into your computer's CD-ROM drive and wait for the software installation screen to appear. If this screen does not appear automatically, double click on the file named "setup.exe" that is located on the CD-ROM.

Follow the on-screen instructions to install the applications of your choice.

## Downloading Files to a Computer

With Windows 98SE/2000/ME/XP use "My Computer" or the Windows Explorer to view and download files stored in the DC 3400's installed SD card.

1. Turn on the computer.
2. Connect the DC 3400 and the computer with the supplied USB cable.
3. Turn the camera power on.
4. A new disk named "Removable Disk" appears in the Explorer window.
5. Files stored in the camera's memory are located in the directory "\Removable Disk\DCIM\100MEDIA".
6. Drag and drop the files to your hard disk, or double-click a file to open it with your computer's default media application. The camera indicator LED flashes green and orange when files are being transferred to the computer.



## Viewing Photos and Movie Clips on a Television





The DC 3400 can be connected to a video monitor or television with the included video cable.

1. Connect the mini video connector to the video out port on the side of the DC 3400.
2. Connect the RCA video out connector to your television's video in port.
3. Turn on the television and the camera.
4. Follow the Playback Mode instructions on page 13 to view photos and playback movie clips.



## Using the DC 3400 as a PC/Web Cam

You can use the DC 3400 as a PC/web cam with software such as Microsoft's Netmeeting (included on the CD-ROM).

1. Turn on the computer.
2. Connect the DC 3400 and the computer with the supplied USB cable.
3. Turn the camera power on.
4. Use ◀ and ▶ to choose between Mass Storage Device  and PC/Web Cam .
5. Select "PC/Web Cam"  and press the Set  button.
6. Refer to your software instructions for further details.

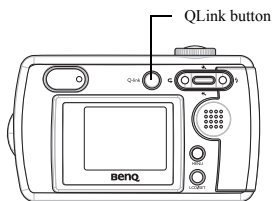
## Using QLink

The QLink software that is included with your camera makes it quick and easy to download photos to your computer where you can view, edit, email and print them.

First, install the QLink software that is located on your DC 3400 software installation CD-ROM. Just follow the on-screen instructions. The installer will create a folder within "Program Files" as well as a Startup item and a task bar icon. You can launch the program using any of these three methods, or by using the QLink button when the camera is connected to the computer with the USB cable.

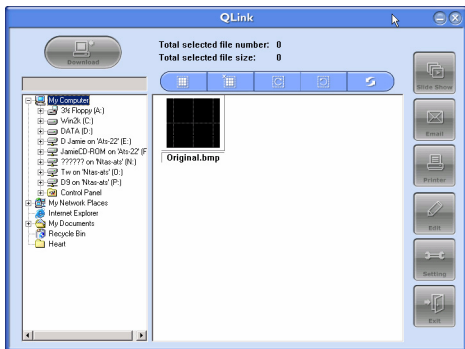


QLink task bar icon



QLink features a single window from which you can download and manage your photos. The left pane contains the Windows Explorer view to which you can drag and drop files from the preview pane in the center of the window.

Hold your mouse over any button to see a popup description of its function. The interface is intuitive, easy to learn, and provides shortcuts for many common tasks.



**Slide Show:** preview full-size photos.

**Email:** automatically launch your email program and attach the selected photo(s).

**Printer:** print the selected photo(s)

**Edit:** launch your default image editor.

**Setting:** change QLink default settings.

**Exit:** quit the QLink program.









## Disconnecting the Camera

When you are finished, right-click the USB device task bar icon and click to disconnect your camera from the computer.





## Warning/Error Messages and Codes

Message	Cause	Solution
Card Full 	There is insufficient card memory capacity to store an image.	Delete the stored image(s) in the memory card or insert a new memory card. See page 14 and page 4.
Card Lock 	The SD card is locked.	Switch the card lock to the unlock position.
Card Error 	The SD card is corrupted.	Purchase a new SD card.
System Error 	There is a general system error.	Turn the camera off and on and try again.
Format Error 	Formatting has failed.	Turn the camera off and on and try again (006), or purchase a new SD card (004).
File Error 	The file is corrupted.	Delete this image (page 14) and take the picture again.
Image Locked 	The image can't be deleted when it is locked.	Unlock the protected image. See page 14.
Lens Cover Closed 	The lens cover is closed.	Open the lens cover before taking pictures.

Error Code	Error Type
0000~0010	System Error
0000~0110	Storage Error
0200~0210	File Error

**Note:** If you cannot turn the digital camera off with power button, please press Shutter and Set button at the same time to force off.

## System Requirements

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- PC with processor better than MMX Pentium 233MHz
- Windows 98/98SE/2000/ME/XP
- Minimum 64MB RAM
- 100MB of available hard-disk space
- USB port
- CD-ROM drive
- 800x600 pixels, 16-bit color display compatible monitor.
- (24-bit color display recommended)

## Service Information & Technical Support

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If you encountered problems using DC 3400 and the camera driver program, please send an e-mail (containing detailed descriptions of the problem you encountered, as well as the hardware and software environment of your system) to the following addresses:

<b>USA</b>	support-sc@BenQ.com
<b>Europe</b>	service@BenQ-eu.com
<b>Taiwan</b>	service-tw@BenQ.com
<b>China</b>	service_china@BenQ.com
<b>Asia and Other Countries</b>	support@BenQ.com

For free driver updates, product information and news releases, please visit our web site at: <http://www.BenQ.com.tw/global/>